

# MEGHA RAO

## A N A L Y S T

### CONTACT



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### SKILLS

- Windows, UNIX, Linux
- SQL, SAS (Basic)
- MS office, Visio, BMC RLM, Autosys, Tectia FTP, Putty
- Tableau (Self-learned), Excel
- Verbal & Written communication
- Leadership

### LANGUAGE

English



Hindi



Maarathi



### EXTRACURRICULAR ACTIVITIES

- Secured 1st position in an Inter School Science Project at district chapter.
- Secured 2nd position in Inter School Poster/Painting Competition at district level.

### PROFESSIONAL PROFILE

- Worked as an Analyst with overall 4+ yrs—experience in Banking.
- Exposure to Compliance banking applications like KYC and AML.
- Completed Business Analysis Workshop & preparing for CCBA Certification.
- Capability to translate business/functional requirements into technical specifications.
- Technical knowledge in SAS, SQL, and MS Office. Basic understanding of Working experience in the financial services industry with emphasis on retail banking.
- Excellent written and oral communication skills with a problem-solving and result-oriented attitude.

### EDUCATION

**Masters in Business Administration (2007 - 2009)**

**Bachelor of Commerce (2004- 2007)**

### EXPERIENCE



**Virtusa | Client: Citibank | Test Environment Analyst**

- Perform application testing, release environment, and resolve environment-related issues falling under the scope of the support team else coordinate with the relevant team to work on the resolution.



**Nityo Infotech | Client: Citibank | Service Desk Analyst**

- Act as the first point of contact for the end user's application issues and resolve them based on the L1 scope. In addition, perform application health checks from time to time.



**Muthoot Finance | Customer Service Analyst**

- Handle all kinds of front desk inquiries of both walk-in customers and on-calls. Explain the product features to the new customer and cross-sell to existing customers.